

WHAT IS CLAIMED IS:

1 1. A method, comprising:

2 utilizing one or more generic software components to develop a specific voice
3 application, the generic software components being configured to enable development
4 of a specific voice application;

5 wherein the one or more of the generic software components further comprises
6 a generic dialog asset, wherein the generic dialog asset is stored in a repository; and

7 deploying the specific voice application in a deployment environment,
8 wherein the deployment environment includes the repository.

1 2. The method recited in Claim 1, wherein the deployment environment further
2 comprises a voice gateway.

1 3. The method recited in Claim 1, wherein the deployment environment further
2 comprises an application server.

1 4. The method recited in Claim 1, wherein the deployment environment further
2 comprises a dialog control component.

1 5. The method recited in Claim 1, wherein the deployment environment further
2 comprises a dialog component.

1 6. The method recited in Claim 1, wherein the deployment environment further
2 comprises a voice application services layer.

1 7. The method recited in Claim 1, wherein the deployment environment further
2 comprises a rules integration layer.

1 8. The method recited in Claim 1, wherein the deployment environment further
2 comprises a messaging layer.

1 9. The method recited in Claim 1, wherein the deployment environment further
2 comprises a voice services layer.

1 10. The method recited in Claim 1, wherein the deployment environment further
2 comprises a detail tracking layer.

1 11. The method recited in Claim 8, wherein the deployment environment further
2 comprises an external system.

1 12. The method recited in Claim 2, wherein the voice gateway further comprises a
2 voice interpreter.

1 13. The method recited in Claim 2, wherein the voice gateway further comprises a
2 telephony interface.

827299 v1

1 14. The method recited in Claim 2, wherein the voice gateway further comprises a
2 text-to-speech service.

1 15. The method recited in Claim 2, wherein the voice gateway further comprises
2 an automatic speech recognition service.

1 16. The method recited in Claim 1, wherein:

2 utilizing one or more generic software components to develop a specific voice
3 application further comprises utilizing one or more generic software components
4 during a design phase to develop a specific voice application.

1 17. The method recited in Claim 16, wherein the design phase further comprises a
2 dialog design phase.

1 18. The method recited in Claim 16, wherein the design phase further comprises a
2 voice coding phase.

1 19. The method recited in Claim 16, wherein the design phase further comprises a
2 rules definition phase.

1 20. The method recited in Claim 16, wherein the design phase further comprises a
2 phase wherein custom prompts are generated.

1 21. The method recited in Claim 16, wherein the design phase further comprises a
2 phase wherein custom grammars are developed.

1 22. The method recited in Claim 16, wherein the design phase further comprises a
2 phase wherein standard prompts are utilized to generate the specific voice user
3 interface.

1 23. The method recited in Claim 16, wherein the design phase further comprises a
2 phase wherein standard grammars are used to generate the specific voice user
3 interface.

1 24. The method recited in Claim 16, wherein the design phase further comprises a
2 system test phase.